



JOB DESCRIPTION

Position Title: **Coordinator**

Working Area: **Emergency Communications**

Class Code: 3310

Non-Exempt

EEO Code: 03

Effective Date: August 30, 2002

Major Function

Administrative work developing, coordinating educational and quality assurance programs for the Emergency Communications/E-9-1-1 Division and the Seminole County 9-1-1 system.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Develops educational training programs for the Seminole County Emergency Communications/E-9-1-1 Division and the Seminole County 9-1-1 system.

Coordinates quality assurance programs for the countywide E-9-1-1 system and the Emergency Communications/E-9-1-1 Division.

Operates communications and computer consoles, master recorders, computer aided dispatch (CAD) systems, and all system controls of microwave, satellite receivers, encoders, computer terminals, and other sub-system equipment within the Communications Center and remote communications sites.

Develops periodic activity and training reports for the E-9-1-1 system and the Emergency Communications Division.

Supervises and instructs Emergency Communications staff in the technical application of emergency dispatching and call processing for fire suppression, emergency medical services, animal control and other agencies as may be necessary.

Performs supervisory duties and initiates and/or recommends to the division manager for hiring, terminations, performance evaluations, disciplinary actions or commendatory actions.

Participates as a member of the Seminole County E-9-1-1 managers group.

Makes recommendations for equipment enhancements or replacements for the E-9-1-1 system and the Emergency Communications Center. Advises the division manager regarding items affecting the operation of the division or Emergency Communications Center.

Performs other duties as assigned or as may be necessary.



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Page 2

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Minimum Qualifications

Extensive knowledge of CAD system and communications procedures and operations. Knowledge of operating procedures of agencies within the emergency communications system. Considerable knowledge of the equipment assigned to the Public Safety Department's Communication Center. Knowledge of County Personnel Policies and Division Operating Instructions. Knowledge of training program development and instruction methods. Knowledge of computer operation and Microsoft Office Software.

Ability to operate communications equipment. Ability to develop and execute training programs to instruct emergency communications personnel. Ability to communicate effectively both orally and in writing. Ability to use microcomputer programs and operates software packages used in the operation of the Emergency Communications Center.

Associates Degree and two (2) years of communications experience in the Public Safety Field.

Must possess and maintain a valid Florida Driver's License.

Must possess and maintain certification as an APCO Communications Supervisor.

Must possess and maintain certification as an Emergency Medical Dispatcher.

Must submit to a criminal background check as part of the pre-employment screening process.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is in an office and Emergency Communications Center. Work is performed while sitting at a desk or dispatch console and while standing to conduct training classes. This position is exposed to electrical energy found in the workplace.